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Massachusetts State 911 Department Newsletter

Massachusetts State 911 Department Mobile PSAP



Mobile Public Safety Answering Point

Many of you may have seen or heard about the State 911 Department's Mobile Public Safety Answering Point (PSAP), but may not be aware of its capabilities and use. At 41 feet long, this truck's main purpose is to serve as a mobile 911 PSAP in the event one of our PSAPs should go down for an extended period of time. A good example of this is when the Somerville Police station was flooded in 2010. Please contact the Verizon Customer Care Center to request the truck in an emergency.



"Six 9-1-1 answering positions"

The Mobile PSAP can also be deployed and displayed at local public safety events that meet the Departments criteria for deployment. For more information on criteria or to submit a request to have the Mobile PSAP displayed at your next local event, contact Ronnie Zuñiga at ronnie.zuniga@state.ma.us.

The Mobile PSAP is equipped with six answering positions, 2 MIP 5000 dispatch consoles, public safety radios, wire line telephone capacity, digital logging recorder, a conference room, an administrative workstation, and many other interesting features pertinent to 9-1-1 communications.

Updates from our Fiscal and Systems Divisions

Fiscal

GRANT FUNDING MATTERS...

- Registration fees for the APCO-Atlantic Chapter Conference on October 14 – 16, 2013 in Hyannis, MA may be an eligible expense under the FY 2014 Training Grant and EMD/Regulatory Compliance grant, provided that a PSAP has sufficient funding available within its training grant allocation to fund the registration fee, has met the certification requirements as detailed in 560 CMR 5.0, and has a contract start date on or before October 14, 2013.
- Funding is available, through the State 911 Department grants program, to all primary, regional, regional secondary, and regional emergency communications centers to support operational and training needs. For assistance in preparing your grant application, please contact Marilyn Godfrey at 911Deptgrants@state.ma.us or 508-821-7299. Note: Application deadline is **April 1, 2014**. *(Remember costs incurred prior to the contract start date are not eligible.)*
- PSAPs are reminded to seek approval for all commodities, services, and courses/classes that are not specifically identified on the grant application or on the State 911 Department's approved course list **PRIOR** to procuring the commodities or services or attending a course/class. Approval for commodities and services should be submitted utilizing the budget modification process noted in the grant guidelines. Requests for approval for a course/class should be submitted, with the required documentation as outlined in the grant guidelines, to 911Deptgrants@state.ma.us.

Fiscal Fun Fact

As of September 20, 2013, the State 911 Department has awarded 155 support and incentive grants and 148 training grants to its PSAPs for fiscal year 2014!

 *The is ticking 92 days left to submit your FY 2013 reimbursement request!*

Systems

MassGIS and you, the 911 professional

As many readers are aware, for a number of years the State 911 Department has been working with the Commonwealth's MassGIS program to maintain the street map that is used to geocode incoming calls and display them on the MapStar terminal. But you might not know that MassGIS is also currently very involved in preparations for the introduction of the Next Generation 911 (NG9-1-1) in Massachusetts. GIS (Geographic Information Systems) is a critical component to routing NG9-1-1 calls. NG9-1-1 is an Internet Protocol (IP) based system that can accept different types of media such as pictures, video and text messages based on National Emergency Number Association.i3 (NENA) standards.

One product MassGIS is developing for NG9-1-1 is a map of Emergency Service Number (ESN) boundaries based on the Master Street Address Guide (MSAG) and Emergency Service Listing (ESL). They have completed a draft map statewide and are currently contacting local public safety officials to review situations where the mapping of call assignment is ambiguous or seems inconsistent with municipal boundaries or physical access (those "can't get there from here" situations). MassGIS is also working on a statewide map of address points using tax parcel mapping and addresses from the ESL, voter lists, assessor lists and other sources. All the address information is being reviewed and reformatted in line with NENA standards to guarantee the interoperability of state and local systems. The MassGIS program will be reaching out again to ask local officials to participate in the review phase of the address mapping by using wireless devices in the field to input the locations of unmapped addresses.

MassGIS is looking forward to working with the 9-1-1 community and others to support not just call routing but also more efficient dispatch and ultimately better response. You can contact them at michael.warner@state.ma.us (617-626-4617) or peter.grace@state.ma.us (617-626-4573) with questions or information about new streets or addresses that need to be included in their mapping. Thanks to all for your involvement in this important project!

Updates from our Training Department

Training

A Quality Assurance Tool is feature now available in your DSS/Equature Logger!

The State 911 Department is pleased to announce a new tool available to assist PSAPs with performing quality assurance on EMD calls. The Assessment Management Tool is an add-on feature of the ViewPoint software, currently being used with the Digital Logging Recorders from DSS/Equature. It enables Quality Assurance personnel the ability to custom design an electronic form and then use it to score calls for service as they are being reviewed. An assessment form can be created from scratch using existing paper documents as a template or imported from another DSS system.

Benefits of this Tool: All completed assessments can be saved electrically or printed, and are automatically linked to the corresponding recording within the DSS system. No extra paper forms needed! No more scoring critiques yourself! And a one-stop-shop for your Quality Assurance needs!

To request activation of the Quality Assurance feature in your DSS/Equature Digital Recorder, the chief or PSAP administrator must complete a move-add-change (MAC) request through the State 911 Department's Systems Division. Requests will be handled by Jeff Jeffers at jeff.jeffers@state.ma.us. Once all approvals are received, the feature will be activated at your PSAP by DSS.

PSAP Administrators and quality assurance personnel wishing to use the feature can find reference materials on our website, under Public Safety Answering Point Resources, PSAP admin materials. To attend a four (4) hour training on this tool, please contact Venus Wheeler at 508-281-7201 or venus.wheeler@state.ma.us. If you have other questions or need further assistance, please email Monna Wallace at monna.wallace@state.ma.us.

NOTE: The State 911 Department is charged by statute (M.G.L. c. 6A, § 18B) with establishing certification requirements for enhanced 911 Telecommunicators, including EMD and quality assurance of EMD programs in the Commonwealth, and with establishing standards requiring PSAPs to have certified EMD personnel or to provide EMD through a certified EMD resource, which went into July 1, 2012 (560 CMR 5.05 thru 5.09).

Public Education

Important to know!

***SP (*77) and *MSP (*677) are no longer the correct numbers for reporting emergencies from your cell phone in MASSACHUSETTS.**

Get the word out to the public that when you are reporting any emergency using a cell phone—even from the highway—always call 9-1-1 and you will be connected to a 9-1-1 call center that is staffed by certified 9-1-1 professionals waiting to assist you.

Governor Patrick has proclaimed September as the designated “Emergency Preparedness Month” here in Massachusetts.

MEMA has launched *Ready Massachusetts*, a preparedness campaign designed to educate and empower residents of Massachusetts. For more information go to www.mass.gov/mema/ready.



“State 911 Department Trainer, Sandy Baldwin educating summer camp children on the proper use of 9-1-1 at a recent public education event in Bedford, MA”

Massachusetts

9-1-1 Help is
at your
fingertips.



www.mass.gov/e911

Massachusetts



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SAVE A LIFE. STOP A CRIME. REPORT A FIRE.